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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/966,703	09/28/2001	Dale Malik	36968-202627	6421

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EXAMINER

DUONG, THOMAS

ART UNIT PAPER NUMBER

2145

DATE MAILED: 11/17/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/966,703

Applicant(s)

MALIK ET AL.

Examiner

Thomas Duong

Art Unit

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 28 September 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-57 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-57 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 13 March 2002 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
- Paper No(s)/Mail Date 7/22/02 - 10/20/05.

- 4) ☐ Interview Summary (PTO-413)
- Paper No(s)/Mail Date. _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

DETAILED ACTION

Drawings

1. The drawings are objected to because they are not presentable. A proposed drawing correction or corrected drawings are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

Claim Objections

2. Claims 7, 21, 35, and 49 are objected to because of the following informalities:
 - 'canned' information appears to misspell.

Please make the appropriate correction.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. Claims 1-3, 16-17, 30-31, and 44-45 are rejected under 35 U.S.C. 102(e) as being anticipated by Combar et al. (US006515968B1).

5. With regard to claims 1-2, 16, 30, and 44, Combar discloses,

- *communicating with a telecommunications (telecom) manager in a telecommunications network and with a gateway in a data network regarding communications of a user;* (Combar, col.2, lines 41-65; col.3, line 64 – col.4, line 63; col.8, lines 30-40; col.12, line 14 – col.13, line 29; col.13, lines 53-63; col.40, lines 7-23)

Combar teaches “a present invention [that] provides an Internet enabled and Web-based remote interface that allows a customer to retrieve their unpriced call traffic detail information and call disposition statistics in the form of reports, as well as access and view their real-time call traffic details” (Combar, col.3, line 64 – col.4, line 1). According to Combar, after the user logs on to the enterprise Web-server and “verification of the customer’s entitlements to use the system” (Combar, col.4, lines 6-7) has taken place, “the customer may select the opportunity to view their real-time traffic, and the Web-server will then download the service program object to enable this” (Combar, col.4, lines 16-19). Combar system anticipates “categories of features to be ordered include: 1) Priced Reporting; 2) Real Time Call Detail; 3) Priced Call Detail; 4) Real Time Call Detail; ... 9) Toll Free Network Manager; 10) Call Manager” (Combar, col.13, lines 55-60). Hence, Combar anticipates a system that allows users to access their communications data via the provider’s enterprise gateway and call manager.

- *receiving data on communications received for the user from the telecom manager or the gateway;* (Combar, col.2, lines 41-65; col.3, line 64 – col.4, line

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63; col.8, lines 30-40; col.12, line 14 – col.13, line 29; col.13, lines 53-63; col.16, lines 5-33; col.40, lines 7-23)

Combar anticipates a system that allows users to access their communications data via the provider's enterprise gateway and call manager.

- *making the data and the received communications available to the user pursuant to preferences of the user and through the telecom manager or through the gateway; and* (Combar, col.2, lines 41-65; col.3, line 64 – col.4, line 63; col.8, lines 30-40; col.10, lines 34-50; col.12, line 14 – col.13, line 29; col.13, lines 53-63; col.14, line 50 col.15, line 6; col.16, lines 5-33; col.40, lines 7-23)

Dean teaches *"the ability to customize the reports a subscriber is entitled to receive. For example, a subscriber can obtain the call details of a special service call subscribed by him for a particular period of time instead of real time"*

(Combar, col.4, lines 38-41). Combar states *"a Report Manager Proxy capable of communicating with a system-specific Report Manager server 32 for generating and scheduling the transmission of customized reports"* (Combar, col.10, lines 41-44). Hence, Combar anticipates a system that allows users to access and view their customized communications data via the provider's enterprise gateway and call manager.

- *causing information related to the data and the received communications to be made available to the user.* (Combar, col.2, lines 41-65; col.3, line 64 – col.4, line 63; col.8, lines 30-40; col.10, lines 34-50; col.12, line 14 – col.13, line 29; col.13, lines 53-63; col.14, line 50 col.15, line 6; col.16, lines 5-33; col.40, lines 7-23)

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Combar anticipates a system that allows users to access and view their customized communications data via the provider's enterprise gateway and call manager.

6. With regard to claims 3, 17, 31, and 45, Combar discloses,

- *storing identity information about the user, monitoring the gateway and telecom manager for new identity information about the user or changed identity information about the user, and in response to the new or the changed identity information, retrieving and storing the new or the changed identity information in addition to or in place of the identity information.* (Combar, col.29, lines 29-57; col.42, line 58 – col.43, line 2)

Combar teaches a “customer information store 246 [that] provides information about the subscribers, the type of reports that they have ordered, the special service numbers that should be one the report and the frequency that the report should be generated, etc.” (Combar, col.29, lines 31-35).

Claim Rejections - 35 USC § 103

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

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8. Claims 4-15, 18-29, 32-43, and 46-57 are rejected under 35 U.S.C. 103(a) as being unpatentable over Combar et al. (US006515968B1) and in view of Kung et al. (US006917610B1).

9. With regard to claims 4, 18, 32, and 46, Combar discloses,

See *claims 1, 16, 30, and 44* rejection as detailed above.

However, Combar does not explicitly disclose,

- *keeping a directory; in response to receipt of data on a received communication for the user, checking the data on the received communication against the directory; and if the data on the received communication is not included in the directory, then adding the data on the received communication to the directory.*

Kung teaches,

- *keeping a directory; in response to receipt of data on a received communication for the user, checking the data on the received communication against the directory; and if the data on the received communication is not included in the directory, then adding the data on the received communication to the directory.*
(Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)

Kung teaches of an “activity log [that] may log, for example, incoming calls directory numbers (DNs) and outgoing call DNs in a database. The activity log may also log incoming and outgoing email with interactive sessions (e.g., instant message (IM), email) and multimedia video and audio calls. The activity log may be separated into individual activity logs for respective media types. Further, the activity log(s) may include information such as DN, a system address, and email

address, a 'contact' party's name, a company name, an address, etc." (Kung, col.4, lines 2-10).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to combine the teachings of Kung with the teachings of Combar to enable the ability for customizing the subscriber's reports further by including the call details of a special service call subscribed. In addition, the combination of the teachings satisfies the needs by providing an internet enabled and Web-based remote interface that allows a customer to open and monitor trouble tickets relating to network events on the enterprise network.

10. With regard to claims 5, 19, 33, and 47, Combar and Kung disclose,

- *responding to receipt of data about a communication received for the user with a standard response to the communication* (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)

11. With regard to claims 6-7, 20-21, 34-35, and 48-49, Combar and Kung disclose,

- *responding to receipt of data about a communication received for the user by indicating the receipt of the data to the user, and by providing the user with an option of sending a standard response or an option of sending a selected response to the communication; and* (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)

- *in response to receipt of instructions on the options from the user, sending the standard response or the selected response based on the instructions. (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)*
- *wherein providing the user with the option of sending the selected response comprises allowing the user to create the selected response or allowing the user to choose from called information as the selected response. (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)*

12. With regard to claims 8-11, 22-25, 36-39, and 50-53, Combar and Kung disclose,

- *creating a message log including entries corresponding respectively to communications of the user and with each entry including a name or address associated with the communication. (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)*

Kung teaches of an “activity log [that] may log, for example, incoming calls directory numbers (DNs) and outgoing call DNs in a database. The activity log may also log incoming and outgoing email with interactive sessions (e.g., instant message (IM), email) and multimedia video and audio calls. The activity log may be separated into individual activity logs for respective media types. Further, the activity log(s) may include information such as DN, a system address, and email address, a ‘contact’ party’s name, a company name, an address, etc.” (Kung, col.4, lines 2-10).

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- *wherein creating the message log comprises creating an entry from data received with respect to a communication received for the user. (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)*
 - *wherein the received communication comprises a telephone call, a call from a wireless unit, a voice mail message, a page, a facsimile transmission, an electronic mail message, an instant message, or a chat room message. (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)*
 - *wherein the received communication comprises an unanswered telephone call or an unanswered call from a wireless unit. (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)*
13. With regard to claims 12-14, 26-28, 40-42, and 54-56, Combar and Kung disclose,
- *wherein creating the message log comprises creating an entry with respect to a communication made by the user with the entry comprising a name or an address related to the communication made by the user. (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)*
 - *treating an entry in the message log as related information to data on a received communication when the data includes a name or an address in common with the name or the address in the entry. (Kung, col.1, line 63 – col.2, line 50; col.3,*

line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)

- *receiving data on a communication received for the user, the data including a name or an address in common with an entry in the message log; and causing the entry in the message log to be made available to the user as information related to the received communication.* (Kung, col.1, line 63 – col.2, line 50; col.3, line 66 – col.4, line 14; col.31, line 9 – col.33, line 39; col.34, line 61 – col.35, line 13)

14. With regard to claims 15, 29, 43, and 57, Combar and Kung disclose,

- *keeping a calendar including scheduled activities of the user;* (Combar, col.10, lines 34-51; col.14, line 50 – col.15, line 6; col.29, lines 46-57; col.34, lines 33-38).
- *in response to receiving data on a received communication, checking the data against the calendar; and* (Combar, col.10, lines 34-51; col.14, line 50 – col.15, line 6; col.29, lines 46-57; col.34, lines 33-38).
- *if the data matches a scheduled activity in the calendar then causing the scheduled activity to be made available to the user as information related to the received communication.* (Combar, col.10, lines 34-51; col.14, line 50 – col.15, line 6; col.29, lines 46-57; col.34, lines 33-38).

Conclusion

15. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thomas Duong whose telephone number is 571/272-3911. The

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examiner can normally be reached on M-F 7:30AM - 4:00PM. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jason D. Cardone can be reached on 571/272-3933. The fax phone numbers for the organization where this application or proceeding is assigned are 571/273-8300 for regular communications and 571/273-8300 for After Final communications.

Thomas Duong (AU2145)

November 14, 2005

A handwritten signature in black ink, appearing to read 'Jason D. Cardone', with a long horizontal stroke extending to the right.

Jason D. Cardone

(SPE AU2145)